

Tavia Nguyen

Phone number: (415) 233-2706 Email: tavia.nguyenn8@gmail.com

Results-oriented Administrative Assistant with excellent communication and interpersonal skills. Proven ability to build strong relationships with clients, patients, and stakeholders. Adept at handling a high volume of inquiries and providing timely, accurate information.

EDUCATION

Sonoma State University

August 2015 - June 2019 - B.A. in Sociology

WORK EXPERIENCE

July 2023 - September 2024

Child's Play Therapy Services - *Administrative Assistant/Patient Coordinator*

- Scheduling over 500 patients weekly for pediatric speech and occupational therapy, ensuring utilization of therapist schedules, doctor referrals, authorizations and prescribed therapy within established timeframe.
- Provided comprehensive knowledge and education of medical services, HIPAA regulations, addressing inquiries from patients and stakeholders (Kaiser, United, Anthem, Stanford Health, etc).
- Answered high volume phone calls, emails and text messages promptly, offering proficient and friendly assistance to patients, stakeholders and staff.
- Managed new patient leads from doctors, hospitals and medical insurances - providing case management for each patient and meeting their needs.
- Collaborated with therapists, supervisors, contributors and other team members to streamline administrative processes and enhance overall clinic efficiency.
- Tending to other office duties; tracking inventory, billing and copay collection, and assigned tasks from CEO, executive managers and supervisors.

February 2023 - July 2023

Aequor Healthcare Services - *Special Education Paraeducator*

- Coordinating with teachers and staff on academic lessons and daily classroom activities.
- Assisting other educators with administrative tasks such as processing paperwork, benefits and reports regarding students' individualized education plan to managers/teachers and principle of establishment.
- Teach and help students reach their educational goals and complete tasks for academic success.
- Working with students who may be disruptive in class, have academic delay, or behavioral problems; by integrating educational lesson plans on independence and acquiring achievements, socially and academically.

December 2021 - February 2023

SPG Therapy & Education - *Registered Behavioral Technician*

- Work one on one with students in a school/classroom setting by providing behavioral therapy and educational support for students with learning disabilities, special needs, and special behaviors.
- Encourage desired behaviors and treatments by using ABA (Applied Behavior Analysis) with knowledge of practice, education and trials.
- Assisted teachers, staff, and families by helping students succeed by implementing academic and life skills within the school and home environment.
- Collect data for my assigned Board Certified Behavior Analyst to monitor and implement into the child's behavior plan; data usually consists of data collection and creating an individualized plan to improve the child's life.

June 2019 - September 2020

United Airlines at San Francisco International Airport - *Intern*

- Formed connections, team building and networking among SFO airlines community by executing customer satisfaction and promoting company success.
- Managed projects and ideas to the Board of United Airlines implementing improvement for United Airlines success.

SKILLS

Microsoft, Excel, Data Entry, Salesforce, RingCentral, Fusion, Conflict Resolution, Patient Relations, Administrative Support, Patient Coordinator, Sales, Scheduling/Event planning, Applied Behavior Analysis, Behavior Management, Education, Healthcare, Critical Thinking, Data Collection